

Labour Market News

CENTRAL ALBERTA

Government of Alberta ■

JOB SEEKERS

Hot and cold

Working in the refrigeration/HVAC mechanic trade offers plenty of variety

Most of Jason McGhee's friends don't really understand his job. The Red Deer resident works for Gateway Mechanical Services as a refrigeration and air conditioning mechanic.

"I tell people I work in refrigeration and they assume I'm the Maytag repair man and that I fix refrigerators in people's homes," says McGhee, a third-year apprentice.

What do they do, anyway?

In fact, the commercial and industrial refrigeration systems he works on are found in places like supermarkets, convenience stores, industrial and manufacturing plants, skating rinks, hospitals and restaurants.

In addition to installing, maintaining and fixing these refrigeration systems, mechanics like McGhee also install, maintain and fix heating, ventilation and air conditioning (HVAC) units in residential, industrial and commercial settings.

If you've never heard of this trade, you're not alone. McGhee only learned about it by taking a pre-employment trades course. "I looked at going into other trades like electrician and heavy duty mechanic," he says. "Then I found out about the refrigeration and HVAC industry, and that they were desperate for people."

Continued on page 2



Red Deer's Jason McGhee repairs a fan on a grocery refrigeration unit.



Is your business prepared for an emergency?

EMPLOYERS

Hope for the best, plan for the worst

Business continuity planning

Cyber attacks. Fire. Natural disasters. Power outages. Flu pandemics. Workplace accidents. If the worst happened, would your business be prepared for an emergency? How would it impact your operations? Would you be able to cope for a day? A week? What about a month?

Unfortunately, many businesses don't have a plan in place to help them deal with a crisis—either minor or major.

"Businesses usually leave it until it's too late," says John Yettaw, Red Deer branch manager for the Business Development Bank of Canada. "They just want to focus on the growth of the company. It's never in the forefront of their minds."

According to the Canadian Centre for Emergency Preparedness, up to 86 per cent of small and medium-sized businesses fail to recover in the three years following an emergency. That's why having a business continuity plan (BCP) is so important.

"A BCP is being proactive in the care of your business. People who really care about their business and want to ensure its survival will put proactive planning into place, so that in the event of death, sickness, anything serious, the company will remain viable in the future," he says.

While companies can buy insurance for some emergencies, that shouldn't take the place of a continuity plan. A business without a plan is like a person not having a will, notes Yettaw.

Continued on page 8
See page 7 for a related Best Practice story.

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NEXT ISSUE...

Serving up a career in restaurants

JOB SEEKER FEATURE STORY

Works remains stable

Continued from page 1

That was during the boom a few years ago. While new installation work has slowed with the decline in construction projects, things are still busy for 'reefers,' as they're sometimes called, on the service side of the business.

"Grocery stores are still open and need refrigeration. Buildings still need heating and air conditioning," notes McGhee.

Mark Ohe, co-chair of the Alberta Refrigeration Industry Promotions Committee (refrigerationtechnician.ca), says employment is stable in this field of work.

"For most people who get into it, they will have no problem finding work and being gainfully employed their whole career," says Ohe. "A lot of the work is maintenance and service of equipment that is already installed. So if you've got a building that needs heat and it fails, the economy doesn't really matter."

Compulsory trade

Refrigeration and air conditioning mechanic (NOC 7313) is a compulsory trade in Alberta. This means a person must hold a recognized trade certificate or be a registered apprentice in order to work in the trade.

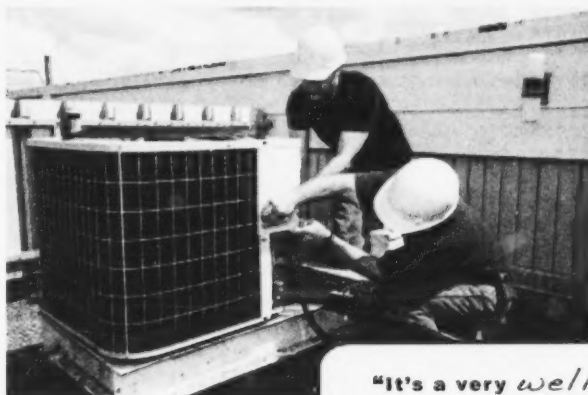
Apprenticeship terms are four years, with a minimum of 1,500 hours of on-the-job training and eight weeks of technical training each year (for full details visit tradesecrets.alberta.ca).

Getting into the trade

Yes, work remains stable for refrigeration and air conditioning mechanics. But it can still be a challenge to get hired as a first-year apprentice.

Taking a pre-employment course can help improve your chances. NAIT (nait.ca) and SAIT (sait.ca) both offer one-year HVAC certificates. "It's a good way to get a feel for the trade and see if you like it," says John Hirney, president of McMullen's Refrigeration and Heating in Red Deer.

Networking is also very important in this industry. If you're interested in the trade, call up local employers and let them know. Ask to job shadow one of their mechanics. To find local employers, look in the Yellow Pages under *Heating*



"It's a very well rounded trade. We do a little of everything."

Contractors, Air Conditioning Contractors or Refrigeration Contractors. Another option is to start with a company as a labourer. If you work hard, they may offer you an

apprenticeship when a position comes open. There are also opportunities to become a 'starter' apprentice with Local 488 (local488.ca), which represents unionized refrigeration and air conditioning mechanics in Alberta.

Mixing it up

There's a lot of variety in this trade. The job wraps a mix of plumbing, electrical, gas fitting and sheet metal skills into one trade. "It's a very well rounded trade. We do a little of everything," says McGhee.

In one day he could do a furnace tune-up at a house, go to a restaurant to fix an exhaust fan and install an air conditioner on the roof of a new strip mall.

Adding to the challenge, he often works on various models of equipment, made by different manufacturers. "You learn something new just about every day. You never run into the same problem twice," says McGhee.

The work environment varies with from one job to the next, from a mechanical room to a walk-in freezer to a roof top in -30 C weather.

"You're always moving on to new projects and new customers. The mix of short jobs keeps it interesting," says Ohe.

Skills you'll need

If you like to work with your mind and your hands, refrigeration and air conditioning mechanic could be a good fit for you. "There's a lot of knowledge and thought, math and science that goes into it, figuring out how things work," says McGhee.

Good problem solving skills are a must. You'll also need excellent customer service skills. A large part of the job is working with customers.

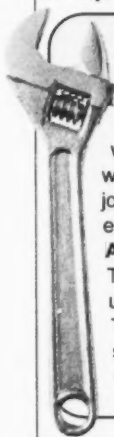
"It's rewarding to help them. With the skills, knowledge and tools you have, you can figure out their problem and fix it," says McGhee.

WAGES AND OTHER STUFF

The 2007 Alberta Wage and Salary Survey (alis.alberta.ca/wageinfo) found the overall average wage for refrigeration and air conditioning mechanics was \$31.23 per hour. Local employers report paying journey person mechanics \$32 to \$44 per hour. Many employers also offer benefits.

ADVANCEMENT

There's room to grow in this trade. Mechanics can move up to supervisor, foreman or superintendent positions. They could go into estimating, project management or sales. They could also start their own contracting company.



Related occupations

What works best for you?

Careers

TO CONSIDER

Besides refrigeration and air conditioning mechanic, there are other related trades in the heating, ventilation and air conditioning industry. Check out the job descriptions below, then go online to learn more about each trade, such as wages and where to go for training. Some good websites to visit include alis.alberta.ca; tradesecrets.alberta.ca; careersconstruction.com and csc-ca.org.

TRANSPORT REFRIGERATION MECHANIC (NOC 7313)

Transport refrigeration mechanics install, repair and maintain cooling equipment used in mobile units that transport perishable goods, such as food and medical supplies. Job duties include assembly and installation of refrigeration components, such as motors, compressors and gauges. They may measure, cut and connect piping, install and calibrate controls, test lines for leaks, perform routine maintenance checks, service and repair diesel engines and service entire refrigeration systems. They are generally employed by large transport companies, food wholesalers that operate their own fleet of vehicles, or companies that specialize in transport refrigeration maintenance and repair work. Transport refrigeration mechanics sometimes work in cold, cramped conditions. They may be required to lift and move heavy objects. Mechanical ability, good coordination and manual dexterity, and the ability to work well with co-workers and customers are skills needed to work in this trade.

Apprenticeship trade: The term of apprenticeship is three 14-month periods. A minimum of 1,800 hours on-the-job training and eight weeks technical training are required for each period.

Wages: Estimated journeyman wages in Alberta ranged from \$20 to \$30 an hour in 2009.



GASFITTER (NOC 7253)

Gasfitters size, install, test, adjust and service natural gas and propane equipment—everything from residential furnaces to industrial boilers. They can work for a variety of employers. Those employed by utility companies repair and extend gas mains, and install, repair and service pipes and fittings between mains and buildings. Gasfitters who work for propane distributors install and service propane vaporizers, temporary heating equipment, propane metering and dispensing equipment, and propane pumping equipment. Gasfitters employed by mechanical and service companies install and maintain piping and appliances in residential, commercial and industrial buildings. Work can be physically demanding and can be done both indoors and outside. Gasfitters need good mechanical, electrical and electronic aptitude. They should enjoy working with their hands and have good problem solving skills. They should also be able to work well with customers.

Apprenticeship trade: There are two branches of the trade in Alberta: Gasfitter A (three years) and Gasfitter B (two years). Both require a minimum of 1,500 hours on-the-job training and eight weeks technical training each year.

Wages: Estimated journeyman wages in Alberta ranged from \$18 to \$24 an hour in 2009.



SHEET METAL WORKER (NOC 7261)

Sheet metal workers design, fabricate, assemble, install and repair sheet metal products. They use many types of metal, including galvanized steel, copper, brass, nickel, stainless steel and aluminum. They make products such as heating, ventilating and air conditioning systems, solar heating and cooling systems, pollution control systems, metal showcases and cabinets, electrical panels, roof drainage systems and much more. Sheet metal workers are usually employed by sheet metal, air conditioning and heating contractors for residential, commercial and industrial construction. They work indoors and outdoors in all kinds of weather. They make some products in a shop and install them at construction sites. Other products, such as roofing and siding, have to be measured and cut at the construction site. The work involves bending, reaching, working at heights or in cramped spaces, as well as some heavy lifting. Sheet metal workers should have the ability to visualize a finished product from a drawing. Mechanical aptitude, good eye-hand coordination and accuracy are needed.

Apprenticeship trade: The term of apprenticeship for sheet metal workers is four years. This includes a minimum of 1,425 hours of on-the-job training and 10 weeks of technical training each year.

Wages: Estimated journeyman wages in Alberta ranged from \$25 to \$40 an hour in 2009.



WHAT IS IT LIKE TO BE AN ...

Appliance service technician

How did you start in this career?

I was farming in Manitoba and decided to switch careers and become an electrician. Right before I started my electrical training, I had a problem with my refrigerator. When the technician came to change the compressor, I watched him and asked him so many questions that he said 'Maybe you should look into appliance repair.' As an ex-farmer I like to fix things, so it was a natural fit. Plus, I didn't have to go away from home for training. The technician who repaired my fridge hired me, gave me on-the-job training and arranged my technical training.

What do you enjoy about your job?

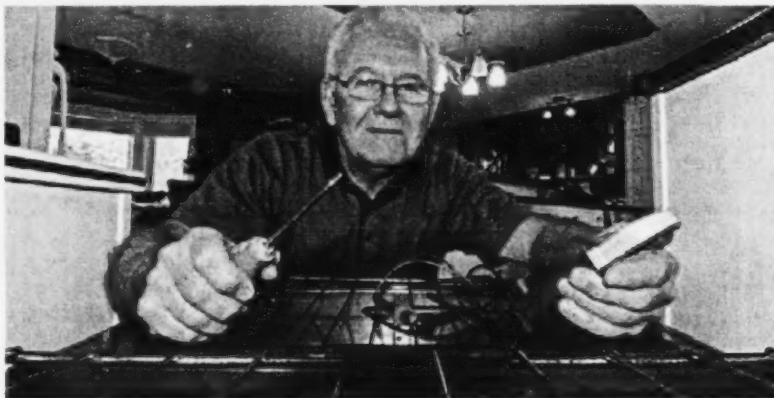
I like being independent and having a flexible schedule. I like not being in an office, being out and about and going here and there. I like helping people and meeting people and I like the different challenges of the work—I'm not doing the same boring thing every day. I'm always working on different types of machines, made by different manufacturers, and there are always new problems to solve each day.

Does your job affect your lifestyle?

It's very rare I shut down by 5 p.m. I'm generally working later. It's hard to take time for a holiday because jobs are ongoing. But I only work on weekends if it's an emergency.

What are some of the challenges of your job?

Sometimes a repair doesn't work out quite the way you want it to. You can start on a repair and think it's one thing, but after you get started on it you find out it's something else. Sometimes the repair can get to be more expensive than what I had planned or the customer had planned on. Collecting money is quite a challenge sometimes, keeping up with accounts and making sure customers pay their bills. Appliances have become more electronic and less



Appliance service technician Mark Williams looks inside an oven to make repairs.

mechanical, so it can also be a challenge to keep up with new technology.

Who is suited to this career?

Somebody who can work independently, who likes being out and about and going to meet customers. It certainly helps if you're mechanically and electrically inclined and like solving problems and working with your hands.

Has the economic slowdown affected your industry?

In a service business like this, if anything it's helped it. People are more likely to do repairs rather than buy new appliances.

What are your future career goals?

Eventually I will retire, but I would like to do something different for a little while, something that involves a few more holidays.

What advice would you give to someone looking at this career?

Call some local companies and talk to them about what the work is like.

CAREER PROFILE

Mark Williams

Williams is self-employed and the owner of Mark's Mobile Appliance Service in Red Deer. He's been an appliance service technician since 1983, and in Central Alberta since 1984. He repairs everything from ranges and ovens to washers, dryers, refrigerators, dishwashers and microwave ovens.

In his mid-30s, Williams switched careers from farmer to appliance service technician. His advice to other mid-life career changers is simple.

"Pick something you like to do. It's important to do something you like to do and something that your skill set already matches. I like fixing things, so it was kind of a natural fit for me to become an appliance technician. It actually worked very well for me and eventually I just struck out on my own."

Working as a APPLIANCE SERVICE TECHNICIAN (NOC 7332)

Wages

Journeyperson wage rates vary, but generally range from \$20 to \$30 per hour (alis.alberta.ca/occinfo). Some companies may offer benefits. Apprentices earn a percentage of the journeyperson rate.

Qualifications

To work in Alberta, an appliance service technician must be a registered apprentice or a certified journeyperson, or hold a recognized trade certificate. Training is offered at SAIT in Calgary (sait.ca). Go to tradesecrets.alberta.ca for full details.

Hiring tips

Appliance service technicians work for appliance dealers, independent appliance service companies, department stores, appliance manufacturer service departments, gas and electric utility companies and for the owners of rented commercial appliances. Some technicians start with own appliance sales or service businesses. To become an apprentice, you must find an employer who is willing to hire and train you. Look in the Yellow Pages for employers (under the categories above) or go online to job search websites such as jobbank.gc.ca.

TIPS FOR JOB SEEKERS

Making the jump to management

Many employers in Central Alberta are looking for people to work in management. From food service supervisor to construction site manager to retail sales manager, the opportunities are out there. Companies are hiring, but do you have the skill—or the will—to be a manager?

Moving into management usually means more pay, but the job also comes with more responsibility.

Don't be discouraged if your resumé needs some work before you qualify. With experience, and some effort, you could be the boss sooner than you think. Here are some steps

you can take to improve your chances of landing a promotion.

Keep this list as a guide and check off the steps as you complete them.

☐ **Work hard at your current job.** It may not be your dream job,

but everyone has to start somewhere. You'll never advance if you can't succeed at your current job.

☐ **Have a positive attitude.** Don't complain about problems. Come up with solutions!

☐ **Learn about the company.** To move into management, you have to know about the company's operations—its business goals, customers and competition.

☐ **Get to know other people in the company, not just in your own department.** This is a good way to network and learn about company operations.

☐ **Develop people skills.** You have to be able to work well with other people in order to manage them.

☐ **Show initiative.** Volunteer to take on a new project. Ask to help out with budget planning. Your efforts won't go unnoticed.

☐ **Ask to be a team leader.** This is a good way to develop management skills. Show that you can work well under pressure, motivate your co-workers and produce good results.

work it out



Want to jump into management? There are steps you can take to help you move on to bigger and better career opportunities.

Pros and cons of management

Not everyone is cut out for management. Here are some things to consider before making the leap.

PROS	CONS
<ul style="list-style-type: none"> • Better pay • More influence • Personal satisfaction • More responsibility 	<ul style="list-style-type: none"> • Longer hours • More stress • More paperwork • More responsibility

☐ **Improve your communication skills.** Managers have to communicate with employees, customers and with their own superiors. They should be comfortable speaking to individuals and groups. They should sharpen their listening skills.

☐ **Volunteer.** Organize a special event for your company, or for a local charity or community group. You can learn valuable planning and leadership skills by spearheading anything from a company golf tournament to a charity fundraiser.

☐ **Join a professional or industry association.** It's a good way to network and stay up-to-date on industry trends. Training may also be available to upgrade your skills.

☐ **Ask to be mentored by a more experienced co-worker.** They can provide guidance and suggest areas you need to work on.

☐ **Become a mentor.** When you've gained some skills, offer to mentor a new employee and build your leadership skills.

☐ **Market yourself.** Let your manager or human resource department know that you want to move up. Work with them to plan your career path. If your company knows your ambitions, they may even provide management training.

Once you've filled in the gaps in your resumé, you'll be well on your way to a career in management.

Skills upgrading

☐ Take a short course at a local college to gain management skills. For example, Red Deer College Continuing Education (www.rdc.ab.ca) offers one-day Learning to Lead and Successful Supervisor courses. A six-week Management Skills for Supervisors certificate is more in-depth. "It gets you some formal training, which always looks good on a resumé," says program coordinator Darrell White.

☐ Other courses are available online, such as the Supervisory Skills course offered through SAIT (sait.ab.ca).

☐ Join a club like Toastmasters International (toastmasters.org) to improve your business communication skills.

☐ Read books on leadership and management.

JOB SEEKERS

Fund your apprenticeship

Apprentices get paid while they learn their trade. They also have to go to technical school each year. Some employers help pay for schooling, but in many cases the apprentice has to cover the cost. Luckily, there is help available. Some options are outlined below. For more information, go online to advancededucation.gov.ab.ca/planning/funding/student/apprentices.aspx.

Employment Insurance (EI)

EI benefits are available for apprentices while attending technical training if they have worked sufficient hours and satisfy all other eligibility requirements to establish an EI claim. For more information, call 1-800-206-7218.

Apprenticeship grants

- Financial assistance from the Skills Investment (SI) programs of Alberta Employment and Immigration may be available for a registered apprentice who demonstrates financial need. For full details, talk to a career and employment counsellor at your local Labour Market Information Centre (see page 9 for locations).
- The Apprenticeship Incentive Grant (AIG) is a taxable cash grant of \$1,000 per year, up to a maximum of \$2,000 per person. The grant is available to registered apprentices once they have successfully completed their first or second year/level (or equivalent) of an apprenticeship program in one of the designated Red Seal trades (www.red-seal.ca).
- The Apprenticeship Completion Grant (ACG) is a taxable cash grant of up to \$2,000 per registered apprentice after they successfully complete their apprenticeship training and obtain journeyman certification in a designated Red Seal trade.

Scholarships

Apprentices can apply for scholarships to help pay for training.

- AIT scholarships: The Alberta Apprenticeship and Industry Board offers \$1,000 scholarships to apprentices and occupational trainees, as well as students taking pre-apprentice courses. To find out if you're eligible, go online to tradesecrets.alberta.ca.
- Other scholarships: Many organizations and schools offer scholarships. To see what's out there, go to alis.alberta.ca/et/fo/scholarships/available.html.

Tradesperson's tool deductions

The new tradesperson's tools deduction provides employed tradespersons with an annual tax deduction of up to \$500 to help cover the cost of new tools necessary to their trade. To see complete rules, go to cra-arc.gc.ca/whatsnew/tis-eng.html.



How to use the Job Bank



The screenshot shows the Job Bank website with a navigation bar at the top including links for Home, Contact Us, Help, Search, and Canada.gc.ca. Below the navigation bar, there are sections for 'Job Seekers / Workers' and 'Search Results'. The 'Job Seekers / Workers' section includes links for My Job Seeker, Account, Job Search, Student / Youth Job Search, Job Match, Job Alert, Resume Builder, Career Navigator, Job Search Safety, Advice, Training & Careers, and Frequently Asked Questions. The 'Search Results' section displays a list of job postings with details such as the employer name (e.g., 'Red Deer and Area'), job title, and location. A sidebar on the right provides additional search criteria and filters.

Internet job boards like the Job Bank (www.jobbank.gc.ca) are powerful tools. With a few clicks, a job hunter can search any region of Canada for a particular job category, and even search for employers who've posted ads in the past. Job Bank also has advice on writing a resumé, tips for the job search, advice for finding unadvertised positions, information on self-employment, and notes on finding work in non-profit organizations. With computers and the Internet, job hunters can even automate parts of their job hunt.

- With **Job Alert**, any job that matches one of three possible profiles will be automatically emailed to users.
- Job Match** allows a user to create profiles that will be automatically shown to employers searching for new workers.

See page 9 for other job boards and job seeker resources.

Meet employers: Employer Connections

Once a week Red Deer's Labour Market Information Centre hosts Employer Connections where a local employer is available to sit down and explain their labour needs. It's an opportunity for job seekers to speak directly with the people who can best explain a job and a career.

Find out about upcoming Employer Connections at employment.alberta.ca/central where there are links to two-page summaries of employers' presentations. This website also has useful information on upcoming job fairs and events, links to previous editions of the *Labour Market News*, and links to *Finding Work In...*, a monthly publication giving practical advice about finding work in different industries.

EMPLOYERS

For employers, the Job Bank offers a simple and free way of posting job ads right across the country, while the website's **Job Match** function allows employers to immediately search a database of resumé. The site also has hundreds of well organized links and articles that explain every stage in the hiring process. To post a job ad visit www.jobbank.gc.ca.

Continuity planning

Firemaster takes the heat out of emergencies

**Best
Practice**
FOR EMPLOYERS

Always be prepared. The Boy Scouts are, and so is Firemaster Oilfield Services.

In May, the Red Deer-based company developed a business continuity plan that outlines procedures employees should take in case of an emergency—everything from a power outage to a flu pandemic. It's a short, two-page document that provides staff with quick and easy to follow guidelines if disaster strikes.

Having a plan in place can help cut down on the confusion that can result when the unexpected happens, says Firemaster's quality manager Margie Lunt.

"Immediately, everybody knows what they need to do," she says. "It puts everybody on the same page in all our locations."

A plan can also help a company recover faster after an emergency and get back to normal operations, says Lunt. It's simply prudent.

"Forewarned is forearmed. You can't be prepared for what you haven't done a hazard assessment on. It does not take a lot of time. It just takes a little effort, somebody to spearhead it, gather the information and put it in a format that's useable," says Lunt.

Firemaster has been in business since 1980. The company has about 150 employees in nine locations across Alberta, Saskatchewan and British Columbia.

Until May, the company had emergency policies in place, but nothing was formally documented. "With all the talk about H1N1, that kind of spearheaded the initiative to develop a business continuity plan," says Lunt.

It didn't take the company a lot of time or money to come up with its plan.

"It was done in-house, so the cost was minimized. We drew on the knowledge of senior managers," she says.

They asked the question: What do we need to do to keep the company operating in case of an emergency?

Lunt did some basic research on the Internet. A few meetings were held to discuss potential emergencies, and to come up with guidelines. The project took less than a month to complete.



If an emergency happened, Firemaster Oilfield Services has a continuity plan in place to ensure its services can still be delivered.

Loss of phone or cellular service, loss of senior management, loss of electricity, a flu pandemic or a computer system failure are some of the potential emergencies the company included in their planning.

For example, if dispatchers at the head office become ill because of the flu, there is a plan in place to have the Grande Prairie office take over. Likewise, if a station couldn't operate because of a contagious illness, staff from other areas would be sent in to do the work, but they would stay away from the station and minimize contact with other people in the area to avoid getting sick.

Another example: if electricity went down, backup lighting systems and generators are in place, and there is a backup system for computers.

Lunt says Firemaster will review its business continuity plan yearly and make changes as needed.

"That's our culture (in the oilfield). You assess your hazards and you have the controls in place before an event happens," she says.

Business Continuity Planning is a *proactive planning process* that ensures *critical services or products* are delivered during a disruption.

Source: Public Safety Canada
publicsafety.gc.ca/prg/em/gds/bcp-eng.aspx

EMPLOYERS

Continuity planning*Continued from page 1*

Tim Creedon, executive director of the Red Deer Chamber of Commerce, says with all the talk about the H1N1 flu pandemic, there has been a strong interest from local business owners in continuity planning. "Ultimately, what the business owner is trying to protect is their business and their livelihood," says Creedon.

It can be hard for business owners to find the time to make continuity planning a priority. Creedon suggests that companies create a plan during a quiet time of the year, or when they update their business plan. "I can't stress enough the need to have plans in any business and the need to update those plans," he says.

There are many resources available to help businesses develop their own continuity plans at little or no cost. Local business organizations can often provide help and advice, and a quick search of the Internet can find dozens of informative articles.

Another option for companies is to hire a consultant. Whether a company creates a plan on its own or seeks outside help doesn't matter. The important thing is that they invest the time to put a safety net in place.

Food for thought

What would your company do if...

- ➔ A computer virus wiped out your hard drives.
- ➔ A fire destroyed your store.
- ➔ Half your employees called in sick with the flu—for a week.
- ➔ An owner or key manager died unexpectedly.
- ➔ A blizzard disrupted electricity for a week.
- ➔ Your main supplier went out of business.

Having a business continuity plan in place can help companies effectively deal with these and other disasters. A plan can help companies minimize interruptions to business, recover faster and minimize financial losses.

8 KEY STEPS

The Business Development Bank of Canada recommends eight key steps in business continuity planning:

1. Establish an emergency preparedness team.
2. Identify essential services and functions.
3. Identify required skills sets and staff reallocation.
4. Identify potential issues.
5. Prepare a plan for each essential service and function.
6. Compare with Alberta Health Service's *Preparedness Checklist*.
7. Review the plan with the team.
8. Revise, test and update the plan.

For more information, go online to bdc.ca/en/my_project/Projects/articles/business_continuity.htm.

"Business is about the management of people and resources," says Creedon. "And protecting them."

FOR A BEST PRACTICE STORY ON MANAGING A MULTIGENERATIONAL WORKFORCE, SEE PAGE 7.

EMPLOYER

Resources

Both federal and provincial governments have practical programs to help meet the current needs of employers. Here are a few programs that can be of assistance to business.

Information sources

The Labour Market Information page on the Alberta Employment and Immigration (E&I) website offers links to labour force statistics, forecasts, and wage and salary information. (employment.alberta.ca/lmi)

- The Central Alberta Economic Partnership (CAEP) website (centralalberta.ab.ca) has hundreds of links to information sources and programs including:
- Support for Training Workers
- Wage Subsidy Programs
- Recruiting Employees
- Employment Services in Central Alberta
- Foreign Worker Employer Guide

Seminars and networking

Employer Connections are held every Wednesday at the Labour Market Information Centre, 2nd Floor, First Red Deer Place, 4911-51 St. (across from the Provincial Building).

The meetings are an opportunity to meet job seekers, employment agencies and career counsellors.

Each week a single employer is showcased and presents their current job opportunities. To participate free of charge call 403-340-5353 and ask for a Business and Industry Liaison.

Labour solutions

- Red Deer Aboriginal Employment Services. Ph. 403-358-7734
- Métis Employment Services. Ph. 403-342-6636
- Career Assistance Network provides job search workshops, job board and assistance for job seekers. Ph. 403-341-7811
- Employment Placement Support Services supports Albertans with workplace training and enhanced employment services. Ph. 403-343-6249
- Employment Access offers employment programs for clients with disabilities. Ph. 403-341-2363
- DRES provides support and assistance to employers hiring people with disabilities. Contact the Canada-Alberta Service Centre in Red Deer. Ph. 403-340-5353

Personalized help when needed

There are dozens of programs available to employers. E&I employees will visit the workplace and provide a summary of options and opportunities. For example, they can direct managers to initiatives that will help their business, and workforce adjustment teams are available to help employees find new work if they are laid off. For more information call 403-340-5353 and ask for a Business and Industry Liaison.

Sign up free: We're live and online

In the News, an electronic digest about regional business expansions, relocations and closures, and *Finding Work In*, which profiles different career opportunities, are available online at employment.alberta.ca/central. A free subscription service will notify you by e-mail when the latest edition of each product comes out.

On the same web page there are *Labour Market News* products for Stettler, Wetaskiwin, Vermillion and Wainwright.

JOB SEEKER Resources

There are many resources in the central region that can be helpful to job seekers and workers alike.

Where to find us

This publication, In the News, (an electronic digest about regional business expansions, relocations and closures) and Finding Work In, which profiles different career opportunities, are available online at employment.alberta.ca/central.

A free subscription service will notify you by e-mail when the latest edition of each product comes out.

Job search and career websites

- jobbank.gc.ca (Job listings, links and other services)
- alis.alberta.ca (Alberta Learning Information Service)
- workopolis.ca (Job listings)
- monster.ca (Job listings)
- nextsteps.org (Job resources for youth)
- albertajobs.com (Job listings)
- hgcareers.com (Job listings)
- healthjobs.ab.ca (Health care job listings)

Job search and career information by phone

Alberta Career Information Hotline:
1-800-661-3753

Fax: 780-422-0372 TDD: 780-422-5283

Resumé review service

The Government of Alberta e-Resumé Review Service is a great way to have a resumé reviewed and improved, before sending it to employers.

To access the service, log on to alis.alberta.ca/hotline/resume and follow the instructions to send your resumé for review.

The service is free to residents of Alberta and those seeking work in Alberta.

Resources for labour market information

These websites offer a wealth of labour market information on Alberta and specific communities.

- employment.alberta.ca/lmi (Alberta Employment and Immigration)
- alis.alberta.ca (Alberta Learning Information Service)
- albertafirst.com (Business and economic information)
- centralalberta.ab.ca (Central Alberta Economic Partnership)
- alis.gov.ab.ca/js/job-seeker.html (Labour market information across Alberta)
- labourmarketinformation.ca (Service Canada)

Seminars and networking

Employer Connections are held every Wednesday at the Labour Market Information Centre, 2nd Floor, First Red Deer Place, 4911-51 St. across from the Provincial Building.

The meetings are an opportunity to meet employers face to face.

LABOUR MARKET INFORMATION CENTRES

Are you looking for a new job? Thinking about another career? Are you wondering about education, or training? The answers to all these questions, and many more, can be found at your local Labour Market Information Centre (LMIC). LMICs have books, magazines, newspapers, software and videos about employment-related topics. Best of all, you can speak to Career and Employment Counsellors who can help you find answers to career questions. There are LMICs across Alberta. For a complete list, see below or go online to: employment.alberta.ca/lmic.



LMIC's in Central Alberta

Camrose Alberta Service Centre

3rd Flr., Gemini Centre, 6708 - 48 Ave.
Ph. 780-608-2525

Drayton Valley Sub-Office

2nd Floor Provincial Building
5136 - 51 Ave.
Ph. 780-542-3134

Olds Alberta Service Centre

4905 - 50 Ave.
Ph. 403-507-8060

Red Deer Canada-Alberta

Service Centre 2nd Floor First Red Deer Place, 4911 - 51 St.
Ph. 403-340-5353

Rocky Mountain House

Alberta Service Centre,
4919 - 51 St. Ph. 403-845-8590

Stettler Alberta Service Centre

4835 - 50 St. Ph. 403-742-7586

Wetaskiwin Alberta Service Centre

1st Floor Macadil Building
5201 - 51 Ave.
Ph. 780-361-5878

Lloydminster LMIC

5016 - 48 St. Ph. 780-871-6445

Wainwright LMIC

810 - 14 Ave. Ph. 780-842-7500

Vermilion LMIC

4701 - 52 St. Ph. 780-853-8164

